

Section 2

Service Specifications

Family Centers

The specifications below clarify the services offered in the Family Centers contract:

I. Introduction

A. Background

The Department of Human Services, Social Services Division, Child Welfare Services Branch (Department) provides social and case management services to children and their biological, extended, foster, or adoptive families to ensure safe, nurturing, and permanent families for Hawaii's children.

B. Purpose or Need

The Department of Human Services is seeking proposals to provide family center services in support of the Department's mandate to protect children who have been harmed or threatened with harm by their families.

Statewide reports of child abuse/neglect have remained constant at approximately 7,000 reports during the last several fiscal years. We anticipate at least 7,000 reports of child harm in each year of the next biennium.

The Department's resources, in response to federal and state child welfare legislative changes, have been increasingly stretched to provide more services without increasing the necessary staffing and supporting resources. The amount and selection of services presently available internally, as well as in the service community, are not sufficient to meet the multiple service needs of our clients. Increased efforts are being made to develop and utilize departmental and community resources in more effective and efficient ways through purchase of service contracts, revised procedures and internal reorganization efforts.

Because of the heavy caseload, the Department is not able to provide services for all families at risk of abuse or neglect in our communities. Family center services are being purchased to promote family strengthening activities to at risk families and other community stakeholders to prevent child abuse and neglect.

Problems within families such as substance abuse, unemployment, poverty, an absent parent, and lack of parenting skills negatively impact family members, especially children, and may result in family violence in the form of child abuse and neglect and the consequent breakup of the family unit. Services to be accomplished under this contract include the following:

- a. Providing assistance to needy families so that children may be cared for in their own homes (or in the homes of relatives);
- b. Prevent and reduce out-of-wedlock pregnancies;
- c. Promoting the formation and maintenance of two-parent families through family

strengthening initiatives;

- d. Assisting families in achieving or maintaining economic self-support to prevent, reduce, or eliminate dependency;
- e. Assisting families in achieving or maintaining self-sufficiency, including the reduction or prevention of dependency; and
- f. Assisting families in preventing or remedying neglect, abuse, or the exploitation of children and adults unable to protect their own interests, or preserving, rehabilitating or reuniting families.

These services will be provided in accordance with Public Law 104-193, as amended, and contribute to stronger family units both now and in the next generation. This in turn provides for a safe and healthy environment for Hawaii's youths and their families.

Concerning initiative (a) above, these services will be provided to current TANF recipients and/or TANF eligible families. Upon request PROVIDER will furnish the State with the names of families known to be TANF recipients and/or the names of members of the family unit and the income of the primary wage earner so that the State can ascertain TANF eligibility.

Concerning initiative (b) and (c) above, these services will be provided without regard to income or TANF eligibility.

Concerning initiatives (d), (e), and (f) above, these services will be provided to families with incomes no higher than 200 percent of the federal poverty guidelines.

The requested services cover a wide-range of potential programs and activities and the PROVIDER is at liberty to accomplish these goals through programs and services which meet the needs of the specific communities served by this contract.

For example, prevention of out-of-wedlock pregnancies activities may take the form of initiatives aimed at substance abuse prevention activities. National statistics consistently demonstrate that substance abuse is a leading cause of teen and out-of-wedlock pregnancies. Other activities to meet this objective include initiatives to keep teens and adolescents in school and those directed at providing school age youth after-school activities where youths engage in supervised activities especially in cases where the parent(s) work and the alternatives are for teens to be home and unsupervised.

Family strengthening activities, initiatives to achieve or maintain self-sufficiency or prevent dependence, and the prevention or remedying neglect, abuse, or the exploitation of children and adults will provided through community-based locations and may include but not be limited to direct services such as crisis intervention, informal counseling, early childhood education, assistance in obtaining needed resources, promotion of socialization skills, parenting groups, parent-child interaction activities, and community awareness programs.

In addition to direct services it is critical to engage local communities and develop resources for families by assisting communities in assessing their capacities and needs for supporting families, identifying pertinent community problems and issues, and providing workshops and other information to address identified needs.

Planning Activities (check all that apply):

X	Information from <u>funders</u> (legislature, federal agencies, private foundations, etc.) on funding terms and conditions;
	Information from <u>other state agencies</u> on services to the same target group;
X	Views of service <u>recipients</u> and <u>community advocacy groups</u> on conditions affecting achievement of desired goals;
X	Views of <u>PROVIDER organizations</u> on how to improve service specifications; a request for information (RFI) process may have been used for this purpose;
X	Information from POS monitoring and other <u>reports</u> for current contracts; and
X	Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

C. Description of the goals of the service

The goals are comprised of three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. In administering and conducting the service activities, the safety of children to be served shall be of paramount concern. Service activities shall be based on the principles of family-centered, strengths/needs-based practice.

The guiding principles of family-centered based practice in the Child Welfare Services Branch are:

1. The safety of children is the paramount concern that must guide all child welfare services. Child safety must be the paramount concern when making service provision, placement, and permanency planning decisions.
2. Children should be helped to stay with their families, when safety can be assured, through the provision of timely, appropriate, quality, individualized service activities and supports that build on the strengths of children and families and are responsive to their needs.
3. Service activities must be relevant and useful for the family, coordinated, with other resources within the community and provided in all designated geographic areas under the contract.
4. Service activities must be competent, culturally appropriate and responsive to the

strengths, needs, values and preferences of the child and family, and delivered in a manner that is respectful of and builds on the strengths of the family, the community, and cultural ties. Service activities must address the physical, social, emotional, and educational needs of the child and the family's ability to protect the child. Service activities must provide clear and attainable goals and objectives for each participant.

5. Service activities must be individualized, addressing the unique capacities and needs of each child and family.
6. Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

D. Description of the target population to be served

The STATE is committed to a safe, healthy, and nurturing community that a) values all youth and their families as productive and contributing members and b) provides opportunities for actualization of their highest potential including the formation and maintenance of two-parent families as a cornerstone for safe, healthy, and nurturing communities. In this context the target group for family center services includes:

1. Families with children who are at risk of child abuse and neglect but are not known to child protective services (CPS) and who are in need of services to support and strengthen the family.
2. Families referred to CPS that have been assessed to be in need of supportive services but are not accepted for CPS investigation.

E. Geographic coverage of service

Initially at the listed sites. Services may be expanded if additional resources become available. The following areas must be provided the full range of contracted services:
Oahu

- Kuhio Park Terrace
- Kaneohe

F. Probable annual funding amounts

The funding will be allocated as follows:

Site	FY 2011
Kuhio Park Terrace Family Center	\$88,000.00
Kaneohe Community Family Center	\$88,000.00

Additional funding may become available over the life of the contract, and the sources of funding may change. Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change according to section 3-149-303(d) of Hawaii Administrative

Rules. Increases are subject to availability of funds, program utilization, and satisfactory performance.

During the term of the contract the parties may be renegotiating terms and conditions related to the performance of the PROVIDER including but not limited to measurable outcomes, benchmarks for monitoring timely and adequate provision of services, special reporting requirements, pricing methodology, units of service, unit rates, penalties, incentives, and bonuses. At the time of the renegotiation either party has the right to terminate this Agreement under Exhibit "D", General Conditions, paragraph 4.3 or 4.4 as applicable. Any amendments to this Agreement will not constitute a fundamental change as defined in §3-149-303(d) of Hawaii Administrative Rules. A fundamental change is one which "is so great that a reasonable purchasing agency would in light of all the circumstances, re-procure the required services instead of amending an existing contract in order to assure that the state is receiving the most advantageous bargain."

G. Performance-Based Framework

1. The PROVIDER shall design, implement, and refine programs for youth and families based on research or evaluation that provides evidence that the programs used can establish and strengthen protective factors whereby children can be cared for in their own homes or the homes of relatives and/or otherwise preventing child abuse and neglect or the recurrence of such harm.
2. Performance Measures: See Form A – People to be Served, Form B – Service Activities, and Form C – Outcomes below. For partially funded neighborhood places, the numbers on Forms A and B shall be prorated based on the ratio of partial funding to full funding.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The PROVIDER shall comply with the Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found at the State Procurement Office website specified on page 3-1 of Section 3 of this RFP.
2. The PROVIDER shall, in a proper and satisfactory manner as determined by the STATE, perform all work described in this Scope of Services in strict accordance with the terms and conditions of this Agreement pursuant to the Social Security Act, Title IV, Part A, as amended; Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Public Law 104-193; Balanced Budget Act of 1997, Public Law 105-33; and Catalogue of Federal Domestic Assistance (C.F.D.A.) #93.558, Temporary Assistance to Needy Families (TANF).
3. The PROVIDER must assure that the delivery of services is consistent with the Departmental goals listed below:
 - a. Safety:

- i. Decrease the number and rate of reported and confirmed child abuse/neglect incidences for the families served by the program.
 - ii. Decrease the number and rate of reported and confirmed child abuse/neglect incidences of reabuse for the families served by the program.
 - iii. Increase the number of children who are referred to CWS who are safely maintained in their homes (or in the homes of relatives).
 - b. Permanency:
 - i. Promotion of the formation and maintenance of two parent families through family strengthening initiatives and activities.
 - ii. Prevent the requirement for CWS intervention with the families referred or self referred to the program.
- 4. The PROVIDER must provide service activities in concurrence with the Department's statutory mandate under 45 CFR 1340; Hawaii Revised Statutes Chapters 346, 350, and 587; and Hawaii Administrative Rules and Departmental procedures. The PROVIDER must provide services in concurrence with the philosophy and treatment goals related to the safety of children and the family's ability to be protective of the child.
- 5. Where services to children and families are provided, including but not limited to case management services, the PROVIDER and the client must develop an individualized program plan (IPP) based on an assessment of the family's strengths and needs. The IPP will address the safety concerns in the family and provide each family with clear goals and objectives, milestones or timelines, specific services to be provided, and ongoing feedback. The PROVIDER must assure that the family understands the goals and objectives and is capable of accomplishing the goals and objectives in their plan. The IPP shall be mutually agreed to and progress reports shall be provided to DHS upon request.
- 6. The PROVIDER must ensure that service delivery and short and long term goals for the individuals and families served address the four competency areas listed below, depending on the strengths and needs of the families:
 - a. The parents/caregivers ability to protect the child/ren.
 - b. The parents/caregivers ability to meet the needs of the child/ren.
 - c. The parents/caregivers ability to problem-solve.
 - d. The parents/caregiver's ability to maintain the safety of the child/ren.
- 7. The applicant must provide reasonable accommodations to assure the applicant's capacity to deliver services to those clients with minimal English speaking abilities or physical limitations.

8. The PROVIDER must provide services on a consistent basis and services should be provided within a reasonable time to children and families. Services must be available on weekends and evenings to accommodate families' work hours.
9. The PROVIDER must make available each service activity specified in each client's individualized program plan in the designated geographical area to the full extent of the proposed and contracted program resources and funding. Service activities for this contract include family strengthening, enhanced community capacity building and to foster community involvement and leadership capacities.
10. The PROVIDER must assure and be responsible for the provision of service activities throughout the geographical area. Recruitment of staff from the specific geographic area is preferred.
11. The PROVIDER must assure and be responsible for the continuity of service activities by providing full service activity in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The PROVIDER must not require nor depend on the Department's staff to provide service activities in the event that program resources are not available due to the above situations.
12. The PROVIDER must ensure smooth transitions between service activities for families under the contract or when the contract ends.
13. The PROVIDER must connect, coordinate and collaborate with CWS and other Department resources provided within the community as well as other sources of support for the families served.
14. The PROVIDER must provide timely and accurate documentation necessary for DHS staff to monitor and evaluate the quality, quantity, and timeliness of service activities. The documentation must include case status reports, case discharge reports, and other documentation of group and community activities.
15. The PROVIDER must assure that all staff meets the minimum educational requirements as required by the Department.
16. The PROVIDER must evaluate its program by using credible and tested measurement tools for program effectiveness in achieving outcomes.
17. The PROVIDER shall conduct criminal history, and CPS central registry checks and shall ensure that no employee has a record of criminal convictions or CPS involvement that would pose a risk to children or families.

18. The PROVIDER shall report any suspected child abuse and/or neglect in accordance with Chapter 350, Hawaii Revised Statutes.

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

No secondary purchases are planned. However, after-the-fact secondary purchases may be allowed upon approval of the Department and pursuant to §3-143-608 HAR.

C. Multiple or alternate proposals

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards: Not applicable.

E. Single or multi-term contracts to be awarded

(Refer to §3-149-302, HAR)

☐ Single term (< 2 yrs) ☒ Multi-term (> 2 yrs.)

The contract will begin on November 1, 2004, and end on June 30, 2006, with an option to extend the contract annually for a maximum of three (3) additional years through FY 2009 subject to the availability of funding as well as acceptable utilization and satisfactory performance.

F. RFP contact

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the winning PROVIDER or PROVIDERS. Questions will be accepted if submitted to the RFP contact person and received on or before the day and time specified in Section 1, Item IV (Procurement Timetable) of this RFP.

Purchase of Services Unit
Social Services Division
Department of Human Services
810 Richards Street, Suite 501
Honolulu, Hawaii 96813

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

In a comprehensive manner using the family center model the applicant shall conduct family strengthening activities for at-risk youth and families in each geographic area served. These activities are intended to promote the formation, maintenance, strengthening and/or reunification of the family unit, and specifically address the areas of family and social communication, inter-personal relationships, anger management, problem identification and solving, parenting skills, and social and community responsibility. The PROVIDER shall ensure the allocation of resources for the following core service activities:

1. An array of services to strengthen families that may include:
 - a. Information and referrals. (It is not sufficient to provide the information to the families. The PROVIDER must also know the resources, both public and private that are available to the families and be willing and able to facilitate the families' access and participation with those services. Assistance may be accomplished by assisting families in completing applications, going with them to appointments, advocating for the families with other PROVIDERS and other "hands on" activities that will assist the families to access and participate in services and obtain other benefits.)
 - b. Support and self-help.
 - c. Advocacy;
 - d. Parenting education;
 - e. Family strengthening activities;
 - f. Case management
 - g. Job readiness and career development; and
 - h. Community leadership.
 - i. Referral to CPS of any family a) that is deemed too high risk for abuse or neglect to receive family center services or b) that has an incident of abuse or neglect during program involvement.
 - j. Dissemination of information regarding the program and other resources available to strengthen families by means of workshops, trainings, and participation in community activities

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. Staff should have the educational qualifications and necessary training to provide the activities requested.
- b. When disagreement between the PROVIDER staff and the Department's staff exists in regard to the performance of service activities within contracted specifications, the wishes of the Department of Human Services

shall prevail. Failure on the part of the PROVIDER to comply shall be deemed cause for corrective action and subject to contractual remedies.

2. Administrative

The PROVIDER shall sign the Administrative Assurances found in Section 5 of the RFP.

3. Quality assurance and evaluation specifications

This Agreement shall be programmatically and fiscally monitored by the STATE in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. The STATE shall:

- a. Review program services and reports, including but not limited to quarterly reports and other documents requested by the STATE, and issues applicable to the services provided.
- b. Review invoices and, if applicable, review, amend, and approve budgets, budget revisions, and expenditure reports, as the STATE deems appropriate.
- c. Review major program service areas, such as staff qualification, organization, and effectiveness; outcomes planning, implementation, and evaluation; collaboration efforts; file maintenance and record keeping; facility accessibility, suitability, and safety; transportation and other liability issues; and consumer satisfaction.
- d. Conduct periodic site visits.
- e. The PROVIDER must maintain throughout the term of the contract a system of self-appraisal and program evaluation for evaluating the effectiveness of the activities provided. The evaluation process must include tools or instruments to be used to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Outcome and performance measurements

See attached Forms A, B, and C. Applicants must propose numbers and percentages for each blank item unless the item is shaded. These figures should be based on the requested funding, proposed staffing, and other factors deemed relevant by the applicant.

5. Reporting requirements for program and fiscal data

a. Required Program Reports:

Quarterly and year end reports in a format specified by the Department in which the PROVIDER summarizes major activities undertaken during the report period. Data to be reported includes the number of service units provided, the number of persons serviced, accomplishment of program outcomes and objectives, problems encountered, recommendations, and

proposed future activities.

b. Required Fiscal Reports:

- i. PROVIDERS will submit invoices in the format provided by the Department.
- ii. Monthly or quarterly, and year end reports listing total expenditures of contract funds, contract revenues received, collections and expenditures from program income and/or other sources of funding.

c. Penalties for Late Reporting:

Unless otherwise specified in the contract, quarterly program reports are due 30 days after the end of the quarter. Payment may be reduced by 15% when reports are not submitted within 60 days after the end of the quarter. If quarterly reports are not submitted within 90 days of the end of the quarter, the PROVIDER will lapse the funding for the quarter for which no reports have been received. The PROVIDER will still be required to maintain the capacity to provide the contracted level of services in spite of the reduced funding.

6. Pricing methodology to be used

The pricing methodology for this service is as checked below. The pricing methodology may be revised by mutual agreement throughout the term of the contract.

☒ X Cost reimbursement where the State pays the contractor for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum contract amount.

☐ Fixed rate where the State pays the contractor a set rate for a defined unit of service up to a stated maximum contract amount. The State and the contractor agree on the number of units of service to be delivered for the state contract amount.

☐ Negotiated rate where the State defines a unit of service and may predetermine the total number of units to be delivered or the maximum amount of funding available for the contract. The State then negotiates with the contractor the rate to be paid for each unit delivered.

7. Units of service and unit rate

The unit rate is a professional hour and shall be commensurate with the educational level of the PROVIDER of the activity. A professional staff hour is one hour of service credited at \$50.40 requiring a bachelor's degree. The following education levels will be credited as follows:

- Bachelor's degree is credited at 1.00 units of service or \$50.40 per hour.

- High school graduate or paraprofessional is credited at .62 units of service or \$31.20 per hour.

A unit of service is equivalent to one (1) staff hour in direct treatment or counseling. Not included are supervisory consultation, report writing, failed office visits, and travel time to and from workshops, conferences, and meetings. Travel time related to direct client contact shall be considered a service activity only for the time spent on traveling from the designated and approved PROVIDER office to the client. Supervisory consultation, report writing, failed office visits, and travel time to and from workshops, conferences, meetings, staff home not designated and approved as PROVIDER office, or other travel not related to direct client contact are not considered units of service. These are considered administrative functions.

8. **If program utilization is low, program funds may be reallocated.**